



LIBRARY BOARD MINUTES

March 11, 2009

BOARD PRESENT: Bailey, Brodsky, Chiles, Dickerson, Grey-McKenzie, Kim, Krantz, G. Lewis, O. Lewis, Neuman, Pandya

STAFF PRESENT: B. Parker Hamilton, Director; Eric Carzon, Business Manager; Regina Holyfield-Jewett, Recording Secretary

GUESTS: Ann Dorough, President, FOLMC; Ari Brooks, Executive Director, FOLMC; Aileen Klein, Board of Trustees, Chapter Liaison, FOLMC

The Library Board meeting was convened by Chair Neuman at 7:10 p.m.

APPROVAL OF THE PREVIOUS MINUTES:

Minutes from the February 11, 2009 meeting were approved.

NEW BUSINESS:

The Board invited Ann Dorough, President, FOLMC to attend the meeting to answer questions and clarify some issues that have been raised by LAC members who are also local FOL members. There is also concern that policies or legal boundaries are not being violated within the two organizations. Also present to assist in answering any questions were Ari Brooks, Executive Director, FOLMC and Aileen Klein, Chapter Liaison, FOLMC.

Question #1: Please provide an overview of how the FOL operates.

The Friends of the Library is a 501(c)(3) non-profit that is subject to all the usual IRS rules and State reporting requirements. FOL is also subject to certain County agreements that have historical basis.

Staffing is critical to the success of the organization: Ari Brooks is the full-time Executive Director; there is also an office manager; a development assistant; and Business Manager Jim Ludlum who runs the two bookstores. The rest of the staff is all part-time. There are twenty store employees who run the two bookstores for 150 hours a week. A number of these individuals are disabled or older workers and prefer to work short shifts.

The most significant amount of income to the organization comes from the Wheaton and Rockville bookstore revenues. Money is also brought in through memberships, individual donations, and grants. The most recent audit last November indicated that 80% of FOL's net proceeds go directly to the mission of the Friends, which is library enhancement. Most philanthropic watchdog groups

will say 75% or higher is a marker of good fiscal discipline and mission orientation. The Friends is very proud of that benchmark.

Question #2: What is the relationship among and between levels: national, state, local?

Within the Friends network, the relationship is very simple. There is a National organization, formally known as Friends of the Library, USA. In early February, they merged with another organization and are now part of the American Library Association. They are now called the Association of Library Trustees, Advocates, Friends and Foundations. In the past, it has been a resource for FOLMC and will continue to be for best practices, information and ideas. A lot of people have taken interest in the Montgomery County operation and have tried to learn from it.

At the State level, FOLMC is a member of Citizens for Maryland Libraries, a statewide Friends outfit based in Hagerstown who advocate on the State level. There is information sharing, and the FOLMC supports their legislative outreach insofar as helping to fund the legislative dinner every year during the session.

Question #3: What is the relationship between the county and local branch FOL?

There is a great deal going on regarding the relationship between the County and the local branches. The Friends is the umbrella organization that maintains the 501(c)(3) status. FOLMC offers guidance to the chapters from the onset and on a continuing basis. The organization has fifteen chapters and one in development. The chapters receive a procedures manual and chapter guidebook which is slowly in the process of being revised. Chapters know they can always contact Ari Brooks, Executive Director or the staff for clarification or updates. Each new chapter is also provided with boilerplate by-laws. They do have the right to amend those to deal with their local condition. In terms of sharing ideas and information, there are two system-wide chapter meetings a year, March and October. The annual meeting is in October. This Saturday, March 14 is the spring meeting.

FOLMC has a relationship with the LACs and the Library Board but are careful to not cross any lines. The Board is part of the County, the FOL is not. The FOL is here to support the libraries. FOLMC and all of its chapters do not take positions on MCPL or County policy matters.

Question #4: How is the individual money collected at the individual library and county levels and how is it distributed?

Chapter responsibility is that each of them needs to stay registered with the State of Maryland; they need to renew their registration each year. They each have their own Boards, bank accounts, budgets; any legal mail must go to the branch address (not to a private individual). None of the property of the FOL should reside with an individual at their home. Each chapter is responsible for collecting Maryland sales tax if they are selling anything of value, such as at their local book sales. They are responsible for their own governance internally, their own Board meetings and fundraising. They decide when it is time to raise funds and how they are going to go about doing so. They run some programs solo at their local branches; Friends of the Library, Montgomery County runs many programs system-wide. The one most people are familiar with is Summer Reading; individual chapters will sometimes take a different twist on it.

Individual money collected at bookstores is taken in at cash registers; the business manager takes it to the bank. There is a CPA who keeps the books. There is a system of checks and balances in place; one person opens mail, no one person has access to all the information and all the money at one time. The Finance Committee for the County Board of Trustees reviews the books. The Finance Committee includes professional bankers and professional accountants.

The proceeds from the Rockville bookstore earnings are not designated for particular uses per say. The receipts from the Wheaton book sale (the Wheaton book sale was taken over by the Friends in 1999), are designated for MCPL grants. On March 1 and September 1, MCPL will submit grant requests. There is a Grants Committee that reviews and makes recommendations to the Board of Trustees. By in large, all these grant requests pass through. The Committee may have questions before doing so; they have a fiduciary responsibility to understand what they are funding.

In 2005, under Harriet Henderson, an audit was done of the Wheaton book sale. There were some questions regarding how the money was spent. It was found that from 1999 to 2005, 100% of the net proceeds did go back to MCPL in grants.

Regarding membership revenues, when someone joins through the County, if there is a chapter designated, then the chapter designated gets all the dues on a quarterly basis. If someone were to go to a particular branch and fill out an application there, then the chapter at that branch would hold that money. Each quarter, every chapter takes a look at all members who are new and renewed; they send back to FOLMC \$5 per member. The way chapter funds are handled, in general, is that any donations, dues, fundraising, at the chapter level are the responsibility of that chapter's treasurer. FOLMC does not get involved unless there has been some violation. Chapters determine their own budgets. Typically, there is around \$15,000. in operating funds per chapter but some are way above and some are not doing as well. They do not have any requirement to spend their funds or a set percentage of their funds every year; although if they were to accumulate more than \$100,000 they may be subject to being audited.

Rockville has one of the largest reserves, which is understandable because they had a hugely successful gala, lots of visibility, and they worked their hearts out and had a big success. Plus, they do not have to spend on landscaping because the City of Rockville handles that and the facility being so new, does not have a lot of things requiring repair. The Rockville Chapter has requested a wish list from Rockville Library staff.

As far as chapter book sales, the chapter handles that in cooperation with the agency manager. Occasionally there are space constraints and those are worked out on a case by case basis. Donated books are often kept until a volunteer can attend to them. We do make it clear to the Chapters that County employees are not to be tasked with the responsibility of handling any chapter funds. If anybody ever runs into a problem with that, you should let Parker know. FOLMC's message to the chapters at all times is that they are guests in the library.

FOLMC has an annual operating budget of approximately \$880,000. Twenty percent is reserved for administration, management and fundraising. Funding comes from the Arts and Humanities Council, foundations, bequests, memorial donations and memberships. All purchase requests for the branches go through Rita Gale (Facilities). If Rita says the item is approved, then it can be purchased. FOL is not allowed to spend money on salaries.

There are equalization funds; there was a \$15,000 approved equity grant that branches can access who don't have chapters or active chapters. The FOLMC, not the chapters, is responsible for county-wide initiatives such as Summer Reading, technology purchases and pilot programs. An awful lot of resources may go to a particular branch that wouldn't show up on the books of the chapter. There is a Programs Committee that a member of MCPL administrator sits on. That person helps the Board look at demographics and where funds may be targeted for programming so there is some equalization. When fundraising for the FOL, one of the things that is stressed is there is no other place one can give their money that they know that every single penny of it is going to their

community. Not only does your money stay in the community, but the community has input as to how it is used. They can join the Friends and tell what kind of programming they would like to see. Careful thought is put into how the money is spent. It all has to do with volunteers; Damascus is a small library but they have extremely active members and they put on some highly successful programs every year. They earn over \$1000. every month on their book sale. There is a lot that can be done if you have the manpower and initiative of the Friends Chapter. Aileen Klein has been going to the Chapters and helping them develop.

Parker Hamilton and Eric Carzon attend all FOLMC Board meetings and get all financial information which includes how much money is earned and spent.

Ann thanked the Board for their attention, and asked them to please let someone know if there are ever any issues. Also, in early May, all will be receiving invitations to the grand opening of the Quince Orchard bookstore.

Comments and Questions:

Question: If one is active with the Friends, can they also be active with the LAC?

Answer: Yes. The main thing to be careful of is not to transact Friends business at an LAC meeting and not to transact LAC business at a Friends meeting. LAC is County, FOL is nonprofit. If FOL and LAC business is conducted all in the same evening for efficiency sake; deal with one, adjourn, and then go to the next meeting. You can have back to back but shouldn't mix the two. If there is a Chapter or an LAC having difficulty sorting that out, contact Aileen Klein.

Question: Where does Rockville's (FOL) money go?

Answer: All of Rockville's money goes back to enhance the libraries. It's mostly been programmatic: National Children's Book Week, Library Lovers Month, staff appreciation, etc. Sometimes funds have been spent on such things as Native American storytelling or other cultural programming.

Question: The question was asked how many branches do not have a Friends group and how do those branches get money?

Answer: We have 21 branches and 15 Chapters (1 in development). Branches can have a local book sale without having an FOL chapter. Money taken in from the book sale goes to an FOLMC bank account, where the money is kept in an LBS (local book sale) account for them. The FOL is contractually obligated to maintain LBS accounts; Maryland state sales tax is paid on them and FOLMC does not charge any administrative fees. One hundred percent of the proceeds goes back to the branch.

Question: If Library Board members go to an LAC meeting and in reality it is an FOL meeting, they hear issues and get asked questions; how do we pass this along to the appropriate person in the FOL?

Answer: The Chair of the LAC or FOL Chapter, whoever they may be, has the responsibility to know the difference between LAC and chapter business. They need to take charge of their meeting accordingly. The FOLMC will talk to the chapter presidents and the Library Board will speak to the LAC chairs regarding this; it's the law, and the line between the two needs to remain distinct. It will also avoid a lot of misunderstandings.

It was specified again that Agency Managers should not go their FOL and ask for funds over \$100. unless it is approved by their supervisor, who currently is Carol Legarreta. If it is a facilities issue, then Rita Gale should be copied on the request. If there is a collection issue then Barbara Webb

should be copied. Parker Hamilton would like to have a sign off form to be completed for requests over \$100.

Discussion ensued around LAC meetings. Parker will make sure an agenda is developed for Agency Managers and LAC Chairs to talk about. Agenda items should include facility issues and customer service. Parker will make mention of this at the All Manager's meeting on Thursday.

DIRECTOR'S REPORT:

Mr. Leggett is having the budget press conference on Monday, March 16 at 10:30 a.m. at the EOB. The Library Board is invited to attend.

MCPL was before Council yesterday to talk about the **Capital Improvements Program**. Council accepted all of the changes relating to Gaithersburg so that is moving forward. Olney is also moving forward; there will be a public meeting soon. There was discussion about Wheaton Library in terms of what is happening regarding the relocation or renovation of that building. The message that Parker delivered to Council is that **Wheaton Library** is a component of a much larger project, and that project is the development of downtown Wheaton and what is going to happen to the Georgia Avenue corridor. The decision about what to do about Wheaton Library will be made as part of a broader plan. Council asked when the decision to renovate or relocate would be made. Mr. Leggett said the economy is not on our side in terms of making that decision; if the economy turns around we can move quickly on it. There is a petition of about 3000 signatures saying don't move the library that will be delivered to the County. There are signs on Randolph Road and throughout the community expressing the same sentiment. Parker is meeting with the Wheaton Urban District Committee next week to talk.

There has been no decision on the pedestrian bridge for the new **Silver Spring Library**. There is an urban plan for Silver Spring that states that no pedestrian bridge should be built across Wayne Avenue. A public hearing will be conducted by Council. After the hearing, Council will make a decision as to whether they will amend the urban plan or not. The key to making the pedestrian bridge happen is coming from the community of people with disabilities. There has to be access to a library for people with disabilities. Jean Dunnington has been superb; it's been good having her voice.

Invitations were sent to all Board members for Friday's **Montgomery's Best Awards Ceremony**. The Library Department is receiving two awards: Customer Service Award for the Summer Reading Program and Kathie Weinberg is receiving the Employee of the Year Award.

The County is trying to identify projects within the **stimulus package** for which they can apply. Parker is on the Steering Committee and the County has about 10 workgroups which are divided based on the stimulus package. MCPL has a spot on the education workgroup; the employment and training workgroup; broadband workgroup and transportation infrastructure workgroup. More importantly, there is a 1000 page document that is being reviewed to find places for libraries to plug in. The American Library Association has done a great job; MCPL is using a lot of ALA's website information. ALA has already identified items, and MCPL is able to piggyback on what the ALA has already done. Gov. O'Malley decided to make the decisions himself as to where the money for the State of Maryland would go, and most of that money is going to schools. Carol Legarreta, PSA, Branch Operations, is going to represent libraries at a meeting in Annapolis on Friday regarding the stimulus package.

Michele Sellars, currently the manager at Quince Orchard (QO) Library, has been appointed to be the new Public Service Administrator for Community Engagement and Outreach. She is taking the place of Carol Legarreta, who is now PSA for Branch Operations. The **Director's team** is now complete and work can continue on some of the long-term goals. The recruitment process has begun to fill the position at Praisner and the vacancy at QO will be added to the process. Hopefully, two new agency managers will be selected within the next four to six weeks.

Maryland Legislative Day is on May 11 and 12. A team, lead by Kay Bowman, Bethesda Library Manager, will attend. If anyone on the Board is interested please let Parker know and your name will be added to the list. The only appointment scheduled right now is with Congressman Chris Van Hollen.

Parker and Art Brodsky spent last Sunday at the Longwood Recreation Center where the Greater Olney Civic Association recognized **Joseph Eagan, Olney Library Manager**, as one of their community movers and shakers at their Annual Awards ceremony. It was a nice program; Mr. Leggett and many Councilmembers were in attendance. This should be on the calendar for next year.

A staff meeting will be held on Monday, March 16 regarding the County Executive's budget conference. An article regarding this will appear in MCPL's internal newsletter, VOICES. A copy will be sent to the Board.

UNFINISHED BUSINESS:

The generic **LAC Brochure** is still at the print shop. It should be ready within several weeks.

The **Annual Report** was included in the board packets. It was delivered on Monday. It has not been distributed yet. Dr. Neuman will compose a memo to accompany it when it is sent to the County Executive and the Council.

The **Library Board/LAC Annual Meeting Report** was also distributed to Board members. It has not yet been sent out. Copies will be sent the County Executive, Councilmembers and LACs.

COUNCIL BUDGET HEARINGS:

There was discussion regarding the identifier to be worn during the Council budget hearing. It was decided that everyone wear blue and bring a book to hold up.

The County Council budget hearing dates are April 13, 14, 15 and 16 at 7 p.m. and April 15 at 1:30 p.m. Persons wishing to testify should call 240-777-7931 beginning March 16. The intent is to have someone testify at each session. Dr. Neuman will be out of town so Brian Krantz will speak on her behalf on whatever date the Board is given. The number of slots libraries will receive depends on how many different categories they have or people who want to speak; although nothing is guaranteed. We should have a Board member and at least four LAC's to submit and respond as a group. Regina will send a clarification email explaining the procedure. We are looking for names of people, and the LAC they represent, who will speak as part of the library group. Regina will submit the names to the Council office. Everybody should also write and send letters in support of libraries. At Wheaton and Twinbrook, for example, they talked about having tables on busy days with information about how to contact the County Council and send a short note about why you like

your library. If the group has to have names attached to it, Brian's name will go down for the Board and LAC members' names will go down for their respective LACs.

LEGISLATIVE AFFAIRS:

The committee met on March 4 and discussed whether to meet before or after the budget hearings. It was decided that meetings would be scheduled with the Councilmembers after the hearings. LACs will be invited to attend the meetings with the County Council.

Packets showing the system as a whole will be prepared to submit to the Councilmembers. Paulette Dickerson will provide a photo and statistics for each branch. In addition, links to the library and ALA websites will be provided and information from the customer service satisfaction survey. The economic situation and its effect on people's use of libraries will be addressed. The timeframe is end of April or early May.

ANNUAL MEETING:

Dr. Neuman will contact the two speakers recommended by Jim Rettig. Dr. Pinkney from the Germantown Campus will have a Dean speaking on his behalf. No response has been received from Dr. Johnson's office as yet. The taping of the meeting has been scheduled. There are no award applications and they are due April 1. Please get back to the LAC's and encourage everyone to apply. The nomination form is on the Board's website and also in the newsletter. It is on the bottom of the first page where it says SUBMIT NOW.

Germantown, Damascus, Quince Orchard and possibly Poolesville would like to help in some way. The Board will think about how they can be of assistance. Please let LACs know that tables will be provided for them to bring things that they are doing (posters, flyers, pictures of events, etc.)

LAC UPDATES:

Kay Kim received an invitation to the Long Branch LAC meeting.

REMINDER:

The term of office for the Board Chair and Co-Chair ends June 30. In accordance with the bylaws, Dr. Neuman has appointed a nominating committee consisting of Art Brodsky, Niyati Pandya and David Chiles. A vote will be held in May. The transfer will be made at the annual meeting. Dr. Neuman will begin the meeting and then introduce the new officers who will take leadership as of July 1. There is no term limit for the FOL Liaison.

ADJOURNMENT:

The meeting adjourned at 9:20 p.m.

B. Parker Hamilton, Director